DEREANA CARTER

Lithonia GA , 30058 ▪ 770-873-3558 ▪ Carterdereana@yahoo.com

To work as Medical Assistant in a clinic where my exceptional ability to perform clinical procedures, will be of great value for the benefit of the organization.

Expertise Highlights

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| --- | --- |
| **CLINICAL** | **ADMINISTRATIVE** |
| * Vital Signs
* Triage
 | * Medical Records Management
* Phone Etiquette
 |
| * Medication Administration
 | * MS Office Suites
 |
| * Venipuncture / Phlebotomy
 | * Insurance Verification
 |
| * Injections
 | * EMR / Collaborate MD
 |
| * Suture Removal
 | * Insurance Forms
 |
| * Bandaging Techniques
 | * ICD-10 / CPT Coding
 |
| * Lab Testing / Specimen Collections
 | * Medical Billing
 |
| * PAP Smear Tray Set Up
 | * Co-Payment Collection / Posting
 |
| * Patient Education
 | * Appointment Scheduling
 |
| * Autoclave Sterilization
 | * Patient Check In / Out
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Education

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|  Everest institute – norcross, ga ***Medical Assistant Diploma*** |

Professional Experience

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| Customer Service Representative / Cashier  |  |

* Greet customers as they arrive in the store and provide them with information regarding products and/or services.
* Assist with placement of orders, refunds, or exchanges.
* Respond to customers’ complaints and take necessary actions resolve their issues.
* Process and record transactions in the form of cash, card or check accordingly.
* Enter transactions in the cash register and provide customers with the total bill and issue receipts and change to customers.
* Count money at the beginning and ending of each shift.
* Maintain periodic sales reports and spreadsheets
* Assist in stocking shelves, rotating merchandise and marking prices
* Ensure management of daily cash accounts and create periodic transaction reports.
* Resolve customer complaints in a proactive manner.
* Train other staff members to work as cashier.
* Maintain knowledge of store inventory and sales activities.
* Keep the work area tidy and clean.
* Resolve customer complaints via phone, email, mail.

***Medical Assistant***

* Performed routine in-house pediatric procedures such as phlebotomy and finger sticks.
* Responsible for managing vaccines, drawing up vaccinations and documentation of such.
* Efficiently completed school and day care forms for patients.
* Communicated with patient's families on behalf of the providers and coordinated follow-up care
* Assisted physician with various medical procedures, preparing referrals and requested prescriptions from pharmacies.
* Maintained patient records and cleanliness of exam rooms.

**Employment History**

Caduceus Occupational Medicine ***Medical Assistant*** November 2016 – Current

Home Depot | Duluth, GA ***Cashier*** February 2016 - April 2017

 Chuck E Cheese | Norcross, GA ***Clerk*** September 2013 - February 2016

Family Dollar | Norcross, GA ***Cashier*** March 2015 - October 2016

Dollar Tree | Norcross, GA ***Cashier***  September 2015 - June 2016